

Western Cape: WC047 - Schedule of Service Delivery Standards

Standard	Description	2019/2020 Original Service Level	2020/2021 Amended Service Level
Solid Waste Removal			
	Frequency of residential premise based removal	1 x week	1x Week
	Frequency of residential premise based removal (Peak season)		2 xWeek
	Frequency of business premise based removal	2 x week	2 xWeek
	Frequency of Bulk Removal	Daily	Daily
	Frequency of street cleaning in CBD	Daily	Daily
	Frequency of street cleaning in areas excluding CBD	1 x 2 Months	1 x 2 Months
	Turn around time of public areas cleaned after events	1 x Day	1x Day
	Turn around time of clearing of illegal dumping after complaint has been received	1 x Day	1 x Day
	Recycling or environmentally friendly practices executed	Yes	Yes
Water Service			
	Water Quality rating (Blue/Green/Brown/N0 drop)	Blue Drop	Blue Drop
	Is free water available to all indigent consumers	Limited to 6 Kl	Limited to 6 Kl
	Frequency of meter reading?	1 x Month	1 x Month
	Period of estimated consumption calculated on actual consumption over	3 Months	3 Months
	Duration before availability of water is restored where one service connection is affected due to pipe breakage up to 150mm	3 - 6 Hours	3 - 6 Hours
	Duration before availability of water is restored where up to 5 service connections are affected due to pipe breakage up to 150mm	3 - 6 Hours	3 - 6 Hours
	Duration before availability of water is restored where 20 service connections are affected due to pipe breakage up to 150mm	3 - 6 Hours	3 - 6 Hours
	Duration before availability of water is restored where a feeder pipe larger than 150mm is involved	4 - 10 Hours	4 - 10 Hours
	Average minimum water flow in percentage	99,00%	99,00%
	Time to replace faulty water meters (excluding testing of meters)?	3 Days	3 Days
Electricity Service			
	Electricity availability percentage on average per month?	99,00%	99,00%
	Frequency of meters being read	1 x per month	1 x per month
	Period of estimated consumption calculated	3 Months	3 Months
	Duration before availability of electricity is restored in cases of breakages	2.5 Hours	4 Hours
	Percentage of accounts calculated on actual readings?	95,00%	95,00%
	Turn around time to replace faulty meters	1 x Week	3 days

Status of measures to prevent illegal connections and prevention of electricity theft?	Active	Active
Status of effectiveness of the action plan in curbing line losses	Active	Active
Turn around time to provide a quotation to a customer upon a written request?	2 x Weeks	10 working days
Time frame to provide electricity services where existing infrastructure can be used	2 x Weeks	30 working days
Time frame to provide electricity service for low voltage users where network extension is not required?	2 x Weeks	30 working days
Time frame to provide electricity service for high voltage users where network extension is not required?	2 x Weeks	30 working days
Sewerage Service		
Duration to restore sewerage breakages on average - Severe overflow	3 - 6 Hours	3 - 6 Hours
Duration to restore sewer blocked pipes: Large pipes >150mm	3 - 6 Hours	3 - 6 Hours
Duration to restore sewer blocked pipes: Small pipes ≤ 150mm	3 Hours	3 Hours
Duration to restore minor spillage clean-up	2 Hours	2 Hours
Duration to replace manhole covers after complaint has been received	2 Hours	2 Hours
Road Infrastructure Services		
Time taken to repair a single pothole on a major road	10 x Days	20 x Days
Time taken to repair a single pothole on a minor road	10 x Days	20 x Days
Time taken to repair a road following an open trench service crossing	10 x Days	20x Days
Time taken to repair walkways	5 x Days	10 x Days
Property valuations		
Time frame from from completion of valuation to the first account being issued	1 x Month	1 x Month
Financial Management and Administration		
Period to settle all accounts received	30 Days	30 Days
Reaction time on enquiries and requests	Immediately	Immediately
Period to respond to a verbal customer enquiry or request	Immediately	Immediately
Period to respond to a written customer enquiry or request	3 x Days	As per Bitou Municipality Customer care policy
Period to resolve a customer enquiry or request	45x Days	30 x Days
Time to open an account to a new customer	10 Minutes	10 Minutes
Community safety and licensing services		

Time to register a vehicle	20 Minutes	15 Minutes
Time to renew a vehicle license	20 Minutes	10 Minutes
Time to issue a duplicate registration certificate vehicle	20 Minutes	10 Minutes
Time to de-register a vehicle	20 Minutes	10 Minutes
Reaction time of the fire service to an incident	14 Minutes	3 to 23 hrs deprning on the risk category
Maximum call receipt and turn-out time		3 hrs
Maximum appliance travel time		5 to 20 hrs depending on the risk category
Maximum attendance time		3 to 23 hrs deprning on the risk category
Economic development		
Turn around time in processing building plan applications	30 Days	30 Days
Turn around time in processing rezoning applications	9 Months	9 Months
Other Service delivery and communication		
Status of information package handed to new customers / Consumers	Being executed	Being executed
Status of training or information sessions to inform the community	Being executed	Being executed
Customers treated in a professional and humanly manner	Being executed	Being executed